

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department of Social and Rehabilitation Services	9. Position Number K0063282	10. Budget Program Number 23641
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Services Supervisor	
3. Division KC Metro Region	12. Proposed Class Title	
4. Section Program and Service Integration	13. Allocation	
5. Unit Economic and Employment Services	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Atchison County AT	15. By Approved	
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00AM AM/PM To: 5:00PM AM/PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position exists to supervise professional and support staff within a regional EES team/s. This position plans, directs and manages the delivery of Economic and Employment Support programs by those teams. This position provides program oversight to ensure compliance with Federal and State regulations as well as the KC Metro Region's goals.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Carla Southard

Title: PSE II

Position Number: K0123768

Who evaluates the work of an incumbent in this position.

Name: Carla Southard

Title: PSE II

Position Number: K0123768

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Makes decisions independent for program and administrative duties. Provides suggestions and recommendations for decisions made by the ES Program Administrator and ISD Assistant Regional Director that relate to work that might affect employees in other sections or work units or might not be considered routine. Written and verbal instructions are followed based on Federal and State rules and regulations and local office policies and procedures. Assignments are normally general directives to work unit based on specific agency expectations.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(X) Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
			The immediate supervisor will be responsible for reviewing and evaluating each work task outlined below on an ongoing basis to determine accuracy, timeliness, and compliance and
			The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1	50%	E	Management of Service Delivery Ensures timely and accurate service delivery of Economic and Employment Support programs using case readings, reports, case staffing Monitors caseloads and assigns work. Researches and interprets policy, explains procedures, provides technical expertise. Distributes and monitors printouts like PARIS, food assistance hot list, mass change reports, active caseload lists, pending applications. Determines training needs and obtains resources for staff. Addresses concerns, complaints, appeals and resolves problems to deliver optimum customer service. Manage and respond to all ME, QA, PI and KHPA reports.
2	35%	E	Supervision and Personnel management Directs the work of an EES unit. Recruits, selects, assigns, and evaluates staff in keeping with state, regional and KOSE regulations. Monitors time usage. Establishes performance expectations, provides feedback, guidance, mentoring, monitoring and motivation. Ensures coverage and provides back-up for unit staff. Ensures resources are available to enable staff to complete their work effectively. Facilitates work of unit and IST. Promotes team cohesiveness. Manages information and communicates effectively with staff. Deals with conflict resolution. Monitors reports and maintains documentation for evaluation purposes. Plans and conducts employee conferences and unit meetings.
3	5%	E	Professional Development Promotes professional development of staff through training, unit meetings, conferences. Encourages independence and collaboration in units and between divisions. Uses peer experts, training, and sharing successes to encourage growth. Is a mentor and a role model. Attends and participates in conferences with supervisor and office meetings with peers. Participates in program, management and IST coaches meetings. Participates in teams and work groups for the purpose of professional development. Participates in strategic planning, as required.
4	5%	E	Community Partnering Develops and maintains positive working relationships with government, private and human services agencies, assuring effective communication with internal and external partners. Represents the agency to the public, providers and customers. Is a liaison between community partners and staff. Provides information to the public regarding programs, policies and procedures. Outreach.
5	5%	E	Special Assignments Works on special assignments and duties as needed.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in loss of federal funds and/or other fiscal sanctions to the State of Kansas.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
(☒) Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
HSS	K0071213
HSS	K0071286
HSS	K0073564
HSS	K0150678
HSS	K0157330
HSS	K0165225
HSS	K0221141
HSA	K0062481

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position has daily contact with agency customers, agency employees, other social service agencies, other government agencies, consumer resource agencies, government officials and the general public, while directing planning and coordinating the delivery of services. Makes referral to and coordinates access to other services in the community. Daily dissemination of information regarding State and Federal regulations as well as agency program, policy, and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

The position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent using a computer. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources available to effectively resolve customers need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computers, telephone systems, fax machines and copy machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to customers.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

None.

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

None.

C. List preferred education or experience that may be used to screen applicants.

Post Secondary Education

Supervisory Experience

Case Management Experience - Eligibility determination: case documentation, caseload management, public interaction basic mathematics, data base management/reporting (KAECSES). Social/Human service professional: disseminating information; crisis intervention, basic interview skills and techniques.

SRS Experience

Bi-lingual in English and Spanish

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent either in customer contact, collateral contacts or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent evaluating data in computer systems. Significant time is spent facilitating determination of customer eligibility for various programs and updating the knowledge of EES HSS and support staff on changes in policy and/or procedures.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and customers, Kansas City Metro Regional staff and vendors are expected to display their access badges when at the work site and to comply with approved safety policies and procedures posted on the KCM intranet.

The person in this position is required to follow office procedures to ensure their safety when interviewing customers in all types of settings who may become hostile, angry or upset and pose a threat to the safety of staff and others. Office equipment, including personal computers, copying machines, telephones and fax machines, will be used properly. Appropriate agency staff will be timely notified when equipment malfunctions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date